



General Practice Assessment Questionnaire

2013 GPAQ-R Summary Report for Park Lane Surgery Waters Green Medical Centre, Macclesfield SK11 6JL

From 142 Questionnaires

Q12	96.4	% of patients found Receptionists helpful or fairly helpful.								
Q13 & Q14	73.5	% of patients found it easy or fairly easy to get through to the practice, and			52.2	% to speak to a doctor or nurse on the phone.				
Q15	76.5	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day								
Q16 & Q17	85.4	% of patients say it is important to be able to book appointments ahead of time and			68.8	% find it very easy or fairly easy to do so.				
Q18	21.8	% normally book appointments in person	88.7	% by phone and	4.2	% online.				
Q19	28.2	% prefer to book appointment in person	83.1	% by phone and	28.9	% would prefer to book online.				
Q20 & Q21	7.3	% of patients are normally seen by their preferred GP same day or next day; and			48.1	% consider this good, very good or excellent.				
Q22 & Q23	41.9	% of patients are normally seen by any GP same day or next day; and			62.7	% consider this good, very good or excellent.				
Q24	19.2	% of patients wait less than 5 minutes,	28.0	% wait 6 to 10 minutes and	12.0	% wait more than 30 minutes for appointments to start.				
Q25	62.9	% of patients consider waiting times good, very good or excellent.								
Q26	85.8	% of patients say the practice is open at convenient times - Q27 gives results for those for whom the practice is not open at convenient times								
Q27	9.2	% would like appointments before 8.30am	9.2	% lunchtimes	16.9	% after 6.30pm	15.5	% Saturdays	7.7	% Sundays
Q28 & Q29	59.1	% of patients prefer a particular GP and	20.0	% of those say they see their preferred GP always or almost always.						

		Q1 / Q30 Putting you at ease	Q2 Being Polite and considerate	Q3 / Q32 Listening	Q4 / Q31 Giving enough time	Q5 Assessing your medical condition	Q6 / Q33 Explaining your condition and treatment	Q7 / Q34 Involving you in decisions	Q8 / Q35 Providing and arranging treatment	Q11 / 36 Completely happy to see again
GP	% Saying Very Good or Good	95.6	97.0	97.0	92.6	95.6	92.5	90.2	90.2	99.2
Nurse	% Saying Very Good or Good	91.5	N/A	91.3	92.6	N/A	85.0	76.3	75.9	97.4

Q9	99.3	% had confidence the GP is honest & trustworthy	Q37	87.0	% said their GP/Nurse helps to understand their problems very well
Q10	100.0	% had confidence the GP keeps information confidential	Q38	82.3	% said their GP/Nurse helps them cope with their health problems
			Q39	76.2	% said their GP/Nurse helps them keep themselves healthy
	Q40	92.4	% of patients say their experience of this GP surgery is good, very good or excellent		
	Q41	90.9	% of patients would recommend this surgery to someone who has just moved to this area.		